

August 2002

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission (FCC)
445 12th Street SW, TW-A325
Washington, DC 20554

Re: Ultratec's Petition on CapTel - Docket 98-67

As a person who has experienced CapTel, I am sending these comments to support Ultratec's petition to the FCC on the offering of CapTel service. I have had the opportunity to experience CapTel calls, and can tell you first hand the impact it has made on my ability to use the telephone.

The CapTel has made communicating with others on the phone more efficient and more enjoyable in a number of ways. First, I am able to hear the person on the other line—I can now hear affect, tone of voice, emotions, sarcasm, anger, laughter, responses, ums and uhs, and I can even make sense of the silences that take place. Secondly, others appreciate being able to interject and respond and have a more comfortable flow in the conversation. They like that I can understand short bits of the conversation myself and respond quickly, and they appreciate not having to artificially stop every sentence with “Go Ahead” or having to be completely silent while the other person is talking. Third, the CapTel is easier for other people to get used to—even using VCO was hard for some people to get used to because of the ever-present operator. With the CapTel, the operator is much more in the background, allowing some people to become more comfortable with the process. Finally, it's made it easier for me to make business calls and explain the service myself in a way that doesn't confuse business people or cause them to hang up the phone thinking it is a phone salesman or some kind of crank call.

In closing, CapTel should be recognized by the FCC as a reimbursable TRS service.

Sincerely,

Name
Address
Email address